

Children with Special Health Care Needs

Additional Questions

Composite

Getting Family Support

This chart summarizes the responses to survey questions 10, 11, 37, 43, and 46 contained in the composite, "Getting Family Support." Individual question-level responses immediately follow.

Washington average - 7
Healthy Options plans (n=2676)

19%

25%

57%

Aetna US Healthcare
of Washington (n=258)

★★

23%

26%

51%

Columbia United Providers
(n=275)

★★

20%

27%

53%

Formerly Clark United Providers

Community Health Plan
of Washington (n=299)

★

26%

25%

48%

Group Health
(n=497)

★★

22%

27%

52%

Molina Healthcare of
Washington, Inc. (n=548)

★★★★

14%

23%

63%

Formerly QualMed Health Plan

Northwest Washington
Medical Bureau (n=250)

★★★★

14%

24%

62%

Premiera Blue Cross
(n=549)

★★

20%

22%

58%

★★★★

Statistically better than Washington
average of 7 Healthy Options plans.

★★

Not statistically different than
Washington average of 7 Healthy
Options plans.

★

Statistically worse than Washington
average of 7 Healthy Options plans.



A big problem

A small
problem

Not a problem

NOTE: Survey results presented in this report are based on the 2000 "My Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. The sum of the percentages may not be 100% (see "Analysis" section). To guard against inappropriate interpretation, plans with fewer than 85 responses for a single survey item do not receive a bar or a star. Percentages less than 6% are not displayed. The bar graphs show the unadjusted proportions for each response category by health plan. The "stars" represent the results of statistical tests that compared health plans adjusting for age, education, and health status. To account for the sampling methodology, both bars and stars are weighted to reflect the eligible Medicaid child population. (Request "Detailed Methodology" for additional information.)

Children with Special Health Care Needs

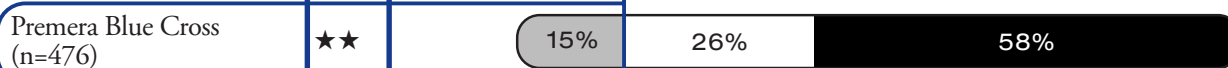
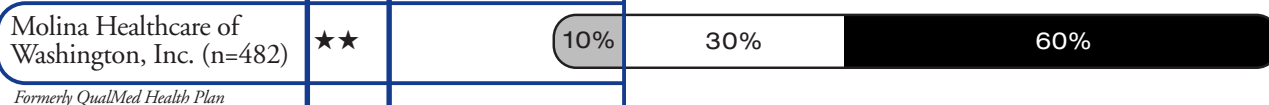
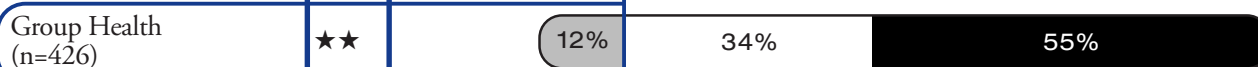
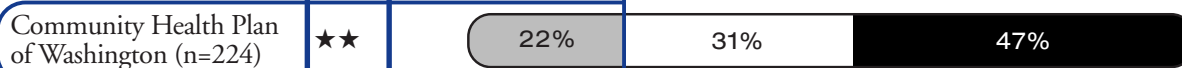
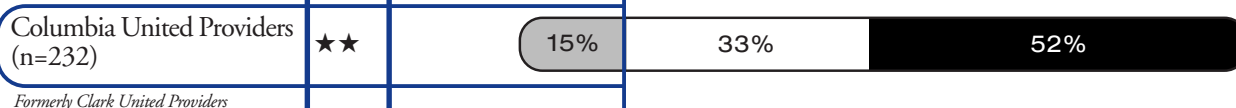
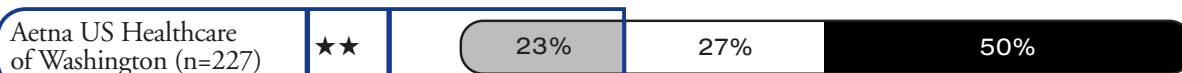
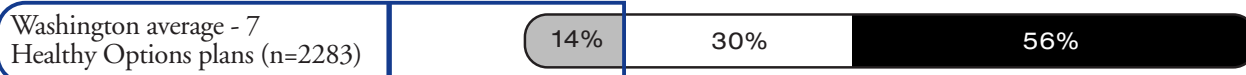
Additional Questions

Question 10

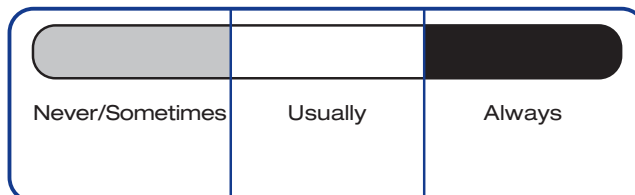
HEALTHY
OPTIONS

Getting Family Support

Q10. "Does you child's personal doctor or nurse understand how any medical or health conditions your child has affect his or her day-to-day life?"



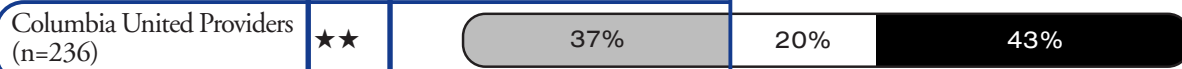
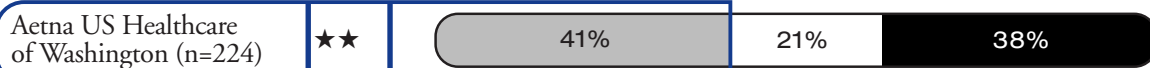
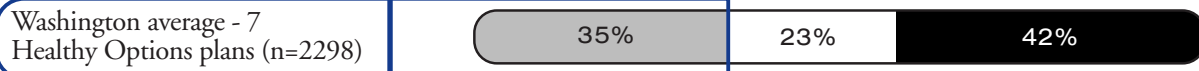
★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



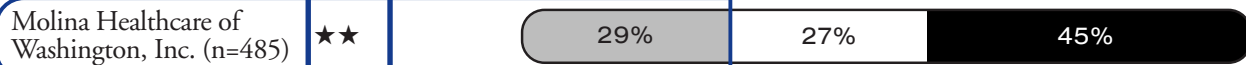
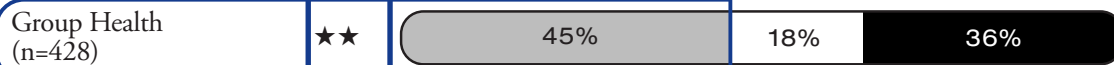
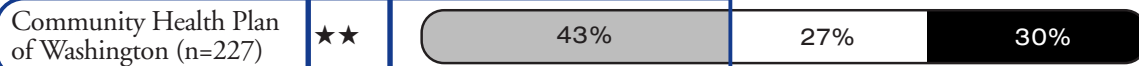
NOTE: Survey results presented in this report are based on the 2000 "My Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. The sum of the percentages may not be 100% (see "Analysis" section). To guard against inappropriate interpretation, plans with fewer than 85 responses for a single survey item do not receive a bar or a star. Percentages less than 6% are not displayed. The bar graphs show the unadjusted proportions for each response category by health plan. The "stars" represent the results of statistical tests that compared health plans adjusting for age, education, and health status. To account for the sampling methodology, both bars and stars are weighted to reflect the eligible Medicaid child population. (Request "Detailed Methodology" for additional information.)

Children with Special Health Care Needs**Additional Questions****Question 11****Getting Family Support**

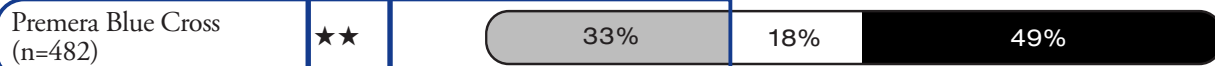
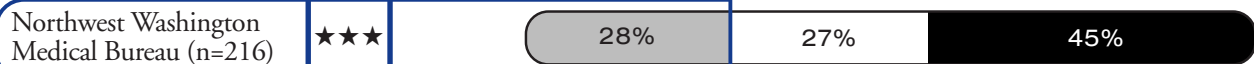
Q11. "In the last 6 months, how often did your child's personal doctor or nurse talk with you about how your child is feeling, growing, or behaving?"



Formerly Clark United Providers



Formerly QualMed Health Plan



★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.

Never/Sometimes	Usually	Always

NOTE: Survey results presented in this report are based on the 2000 "My Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. The sum of the percentages may not be 100% (see "Analysis" section). To guard against inappropriate interpretation, plans with fewer than 85 responses for a single survey item do not receive a bar or a star. Percentages less than 6% are not displayed. The bar graphs show the unadjusted proportions for each response category by health plan. The "stars" represent the results of statistical tests that compared health plans adjusting for age, education, and health status. To account for the sampling methodology, both bars and stars are weighted to reflect the eligible Medicaid child population. (Request "Detailed Methodology" for additional information.)

Children with Special Health Care Needs

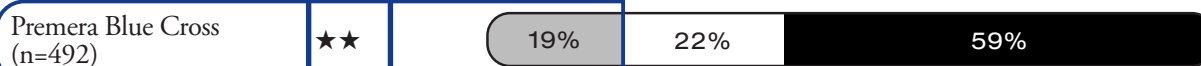
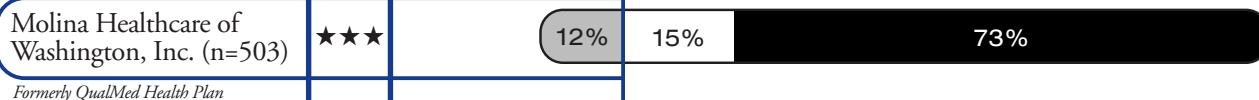
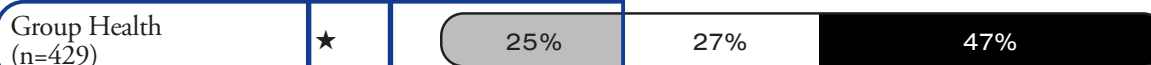
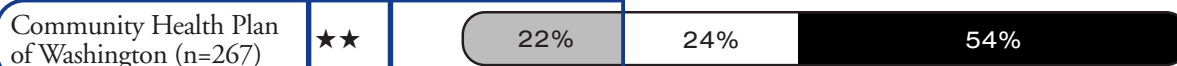
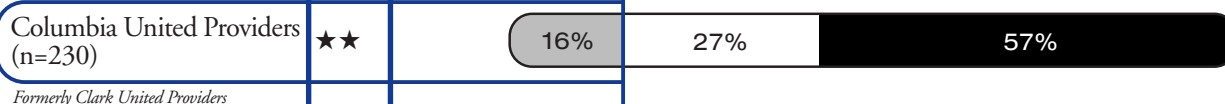
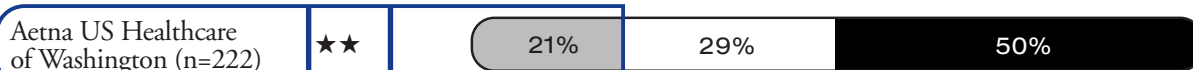
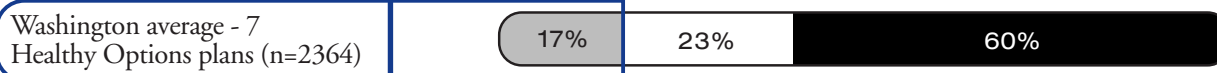
Additional Questions

Question 37

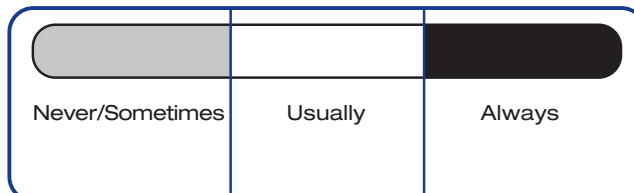
HEALTHY
OPTIONS

Getting Family Support

Q37. "In the last 6 months, how often did your child's doctors or other health providers give you support about the care you are providing for your child?"



★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



NOTE: Survey results presented in this report are based on the 2000 "My Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. The sum of the percentages may not be 100% (see "Analysis" section). To guard against inappropriate interpretation, plans with fewer than 85 responses for a single survey item do not receive a bar or a star. Percentages less than 6% are not displayed. The bar graphs show the unadjusted proportions for each response category by health plan. The "stars" represent the results of statistical tests that compared health plans adjusting for age, education, and health status. To account for the sampling methodology, both bars and stars are weighted to reflect the eligible Medicaid child population. (Request "Detailed Methodology" for additional information.)

Children with Special Health Care Needs

Additional Questions

Question 43

Getting Family Support

Q43. "In the last 6 months, how often did your child's doctors or other health providers involve you as much as you wanted in these decisions?"

Washington average - 7
Healthy Options plans (n=1578)

9%

19%

72%

Aetna US Healthcare
of Washington (n=147)

★★

9%

21%

70%

Columbia United Providers
(n=153)

★★

10%

22%

68%

Formerly Clark United Providers

Community Health Plan
of Washington (n=159)

★

22%

18%

52%

Group Health
(n=285)

★★

9%

21%

70%

Molina Healthcare of
Washington, Inc. (n=330)

★★★

16%

79%

Formerly QualMed Health Plan

Northwest Washington
Medical Bureau (n=159)

★★★

7%

19%

74%

Premiera Blue Cross
(n=345)

★★

13%

15%

72%

★★★

Statistically better than Washington
average of 7 Healthy Options plans.

★★

Not statistically different than
Washington average of 7 Healthy
Options plans.

★

Statistically worse than Washington
average of 7 Healthy Options plans.

Never/Sometimes

Usually

Always

NOTE: Survey results presented in this report are based on the 2000 "My Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. The sum of the percentages may not be 100% (see "Analysis" section). To guard against inappropriate interpretation, plans with fewer than 85 responses for a single survey item do not receive a bar or a star. Percentages less than 6% are not displayed. The bar graphs show the unadjusted proportions for each response category by health plan. The "stars" represent the results of statistical tests that compared health plans adjusting for age, education, and health status. To account for the sampling methodology, both bars and stars are weighted to reflect the eligible Medicaid child population. (Request "Detailed Methodology" for additional information.)

Children with Special Health Care Needs

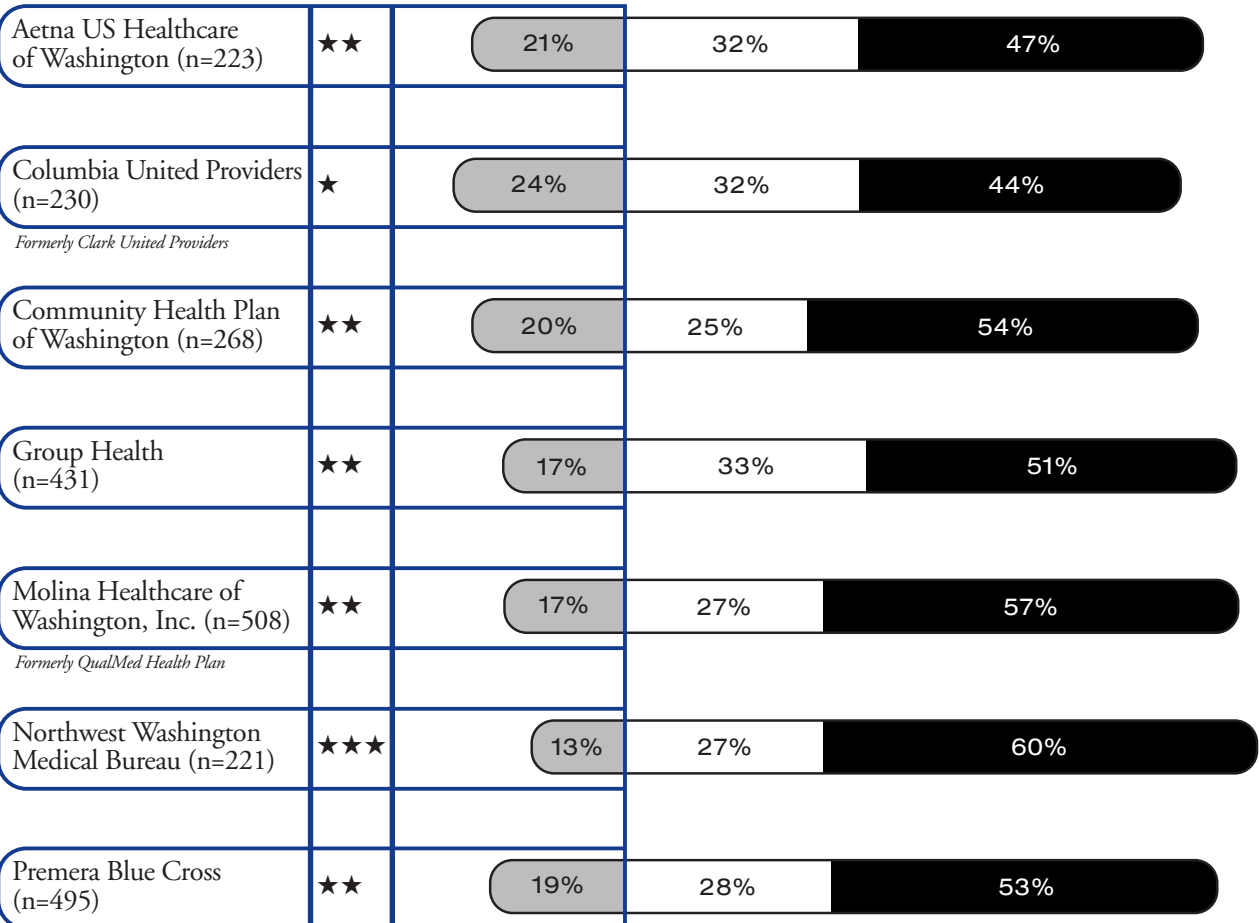
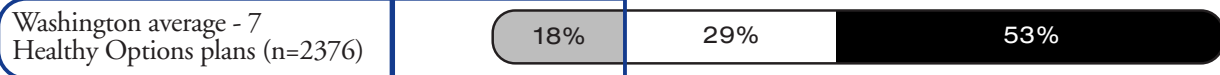
Additional Questions

Question 46

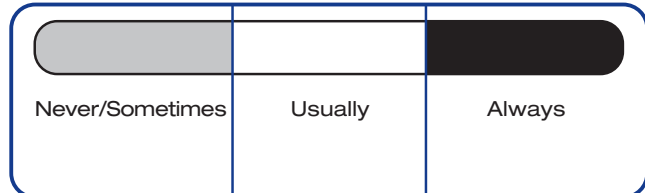
HEALTHY
OPTIONS

Getting Family Support

Q46. "Do you get the information you need from your child's doctors and other health providers about your child's medical or health conditions?"



★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



NOTE: Survey results presented in this report are based on the 2000 "My Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. The sum of the percentages may not be 100% (see "Analysis" section). To guard against inappropriate interpretation, plans with fewer than 85 responses for a single survey item do not receive a bar or a star. Percentages less than 6% are not displayed. The bar graphs show the unadjusted proportions for each response category by health plan. The "stars" represent the results of statistical tests that compared health plans adjusting for age, education, and health status. To account for the sampling methodology, both bars and stars are weighted to reflect the eligible Medicaid child population. (Request "Detailed Methodology" for additional information.)